

# DIRECTV for BUSINESS<sup>SM</sup> Remote App

Available for both iOS and Android™

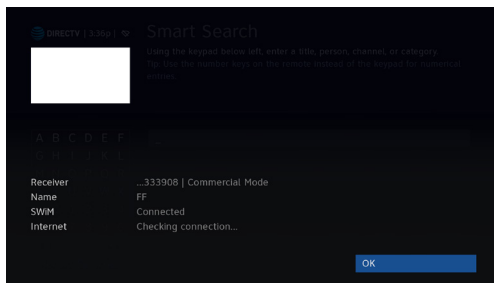
**DIRECTV**  
FOR BUSINESS

## QUICK START GUIDE

**DIRECTV FOR BUSINESS<sup>SM</sup> Remote App gives Public, Business and Private Viewing customers control of all their DIRECTV<sup>®</sup> Receivers from just one tablet (iOS or Android).**

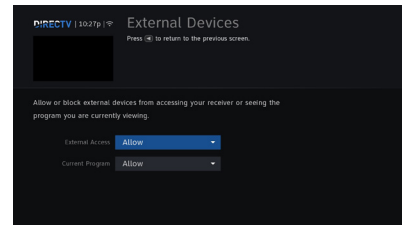
- Quickly identify receivers with custom names
- See what's playing on all TVs from one screen
- Channel surf using the DIRECTV programming guide
- View all current and upcoming sports schedules
- Group receivers to change the channel on multiple TVs at once

## DIRECTV FOR BUSINESS<sup>SM</sup> REMOTE APP SETUP



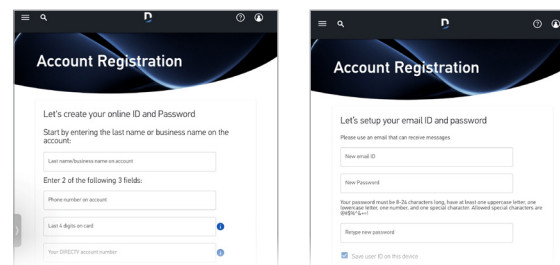
**Check to see if DIRECTV Receivers are networked:**

- Press the DASH “-” button on the remote. Users with H44 receivers press “-” twice.
- Screen should say, “SWiM Connected” and “Internet Connected”
- If not “SWiM Connected” or “Dealer Connected,” call DIRECTV at 888.388.4249



**Check to see if DIRECTV Receivers are enabled:**

- Confirm External Access and Current Program are set to “Allow”
- H44 models press “Menu” and select:
  - Settings
  - Receiver Settings
  - External Devices
- H21, H23, H24, H25, HR20, HR21, HR22, HR23 and HR24 models press “Menu” and select:
  - Settings
  - Whole Home
  - External Devices



**Register customer's DIRECTV account at [directv.com/myaccount/registration](http://directv.com/myaccount/registration):**

- In the Last Name/Business Name field, enter business name exactly as it appears on the DIRECTV account
- The email address and password provided will be used to activate the DIRECTV FOR BUSINESS<sup>SM</sup> Remote App

**Download the app from the Apple App Store or Google Play Store and sign in:**

- From the tablet, go to the Apple App Store or Google Play Store
- Search for “DIRECTV FOR BUSINESS”
- Download the DIRECTV FOR BUSINESS<sup>SM</sup> Remote App
- From the tablet, LAUNCH the DIRECTV FOR BUSINESS<sup>SM</sup> Remote App
- ENTER the email address and password that was registered on [directv.com/myaccount/registration](http://directv.com/myaccount/registration) and SIGN IN



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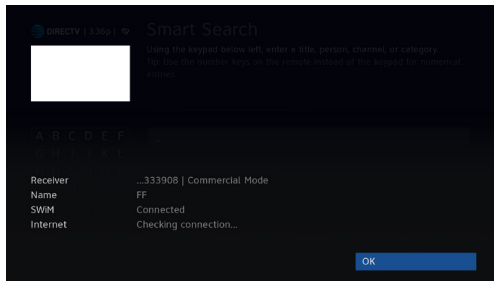
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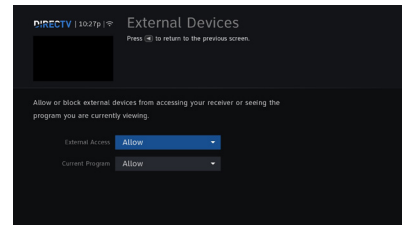
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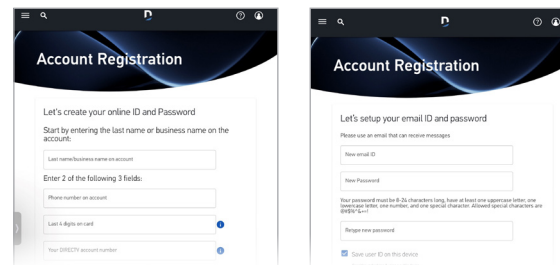
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- Press the DASH “-” button on the remote. Users with H44 receivers press “-” twice.
- Screen should say, “SWiM Connected” and “Internet Connected”
- If not “SWiM Connected” or “Internet Connected,” call DIRECTV at 888.388.4249 or your Dealer.



**Check to see if DIRECTV Receivers are enabled:**

- Confirm External Access and Current Program are set to “Allow”
- H44 receivers press “Menu” and select:
  - Settings
  - Receiver Settings
  - External Devices
- Other receiver models press “Menu” and select:
  - Settings
  - Whole Home
  - External Devices



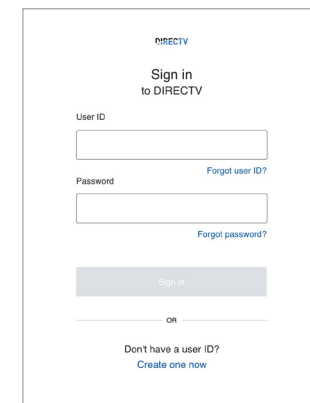
**Register customer's DIRECTV account at [directv.com/myaccount/registration](http://directv.com/myaccount/registration):**

- In the Last Name/Business Name field, enter business name exactly as it appears on the DIRECTV account
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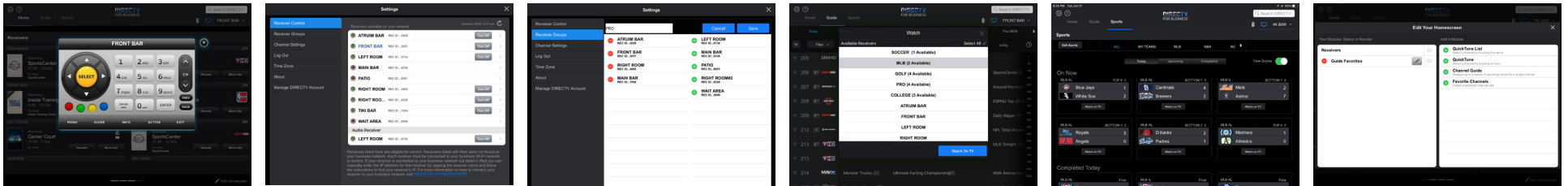
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- From the tablet, go to the Apple App Store or Google Play Store
- Search for “DIRECTV FOR BUSINESS”
- Download the DIRECTV FOR BUSINESS<sup>SM</sup> Remote App
- From the tablet, LAUNCH the DIRECTV FOR BUSINESS<sup>SM</sup> Remote App
- ENTER the email address and password that was registered on [directv.com/myaccount/registration](http://directv.com/myaccount/registration) and SIGN IN



## DIRECTV FOR BUSINESS<sup>SM</sup> REMOTE APP SETUP (continued)

View all receivers in homescreen, name receivers and establish receiver groups, and change channels from homescreen, guide, sports schedule or custom modules!



## FREQUENTLY ASKED QUESTIONS

### Is there a cost for the DIRECTV FOR BUSINESS<sup>SM</sup> Remote App?

- The app is available for free through the Apple App Store or Google Play Store
- There is no recurring monthly fee for the app
- If additional equipment or professional installation is required, there may be additional, one-time charges

### What commercial account types may use the DIRECTV FOR BUSINESS<sup>SM</sup> Remote App?

- The app is intended for Public, Business and Private Viewing segments

### What equipment is required?

- The customer/account must have compatible DIRECTV<sup>®</sup> HD Receivers
  - H21, H23, H24, H25, H44, HR20, HR21, HR22, HR23 and/or HR24
- Receivers must be broadband connected with a DIRECTV Ethernet to Coax Adapter (DECA) and Wireless Router
- iPads running iOS 12.1 & above; Android tablets running Android 7.1 & above

### Is a version available for other devices (iPhones,<sup>®</sup> Android phones and Amazon devices)?

- Currently, the app is only available for compatible iPads and Android tablets

### Are there any minimum programming or package requirements?

- Must have HD to use the DIRECTV FOR BUSINESS<sup>SM</sup> Remote App

### Does the app work with all DIRECTV platforms and equipment?

- SWiM network is required
- Must have compatible DIRECTV HD Receivers
- Please note: The app will not work with COM Systems or other headend solutions

### What does “Connected Receiver” mean?

- Because the DIRECTV FOR BUSINESS<sup>SM</sup> Remote App leverages the internet to send and receive information from each receiver, customer receivers must be connected to the internet via local network for the app to function
- To connect receiver(s), customer must use a DIRECTV Ethernet to Coax Adapter (DECA), also known as a Commercial Connection Kit (CCK)

### Why is a wireless router required for the DIRECTV FOR BUSINESS<sup>SM</sup> Remote App?

- Tablets require wireless internet access to interact with DIRECTV-connected Receivers
- Please note: Both the tablet and the receivers must be connected to the same local network to operate

### Is this the same app as residential?

- No, the DIRECTV FOR BUSINESS<sup>SM</sup> Remote App is specific to DIRECTV commercial accounts

### I received the following error message when trying to register my account at [directv.com/myaccount/registration](http://directv.com/myaccount/registration):

“We could not find your DIRECTV account. Please check that all the information you entered is correct.”

- In the Last Name/Business Name field, enter business name exactly as it appears on the DIRECTV account
- The issue could be as simple as an extra space, missing special character, differing case type or a misspelled name

### I need to update email address or password but receive an error message when logging into DIRECTV FOR BUSINESS<sup>SM</sup> Remote App.

- Update username (email address) and password at [directv.com](http://directv.com), select SIGN IN and Manage profile. If still experiencing issues, call 888.388.4249 to assist with changes or further troubleshooting.

Certain remote control functions require a standard DIRECTV remote. Tablet remote control functionality requires an internet or Wi-Fi connection and is limited to the range of network. Internet access and [directv.com](http://directv.com) login required. Internet connections may vary. Only available on certain internet-connected receivers. Visit [directv.com/apps](http://directv.com/apps) for operating system details on compatible iOS and Android tablets only. Remote connections may vary. Charges may apply for an Internet Connection Kit and installation. Requires DIRECTV HD Receiver (models H21, H23, H24, H25, H44) connected to broadband. DIRECTV Receiver(s) and the tablet must be connected to the same network. iPad<sup>®</sup> and iPhone<sup>®</sup> are registered trademarks of Apple Inc. © 2022 DIRECTV. DIRECTV and all other DIRECTV marks are trademarks of DIRECTV, LLC. All other marks are the property of their respective owners.

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